






Network Mental Health Care FAQs

Please review to resolve concerns that may arise after engaging in network care.

<p>How do I find a network provider who has availability?</p>	<p>Contact Humana at 1-800-444-5445 to request assistance with locating a network provider, or you can use the QR code to review the most up-to-date list of Humana providers.</p>	
<p>What do I do if Humana can't locate my referral?</p>	<p>Referrals will take 3 business days to reach Humana. Once approved, they will be visible in the TRICARE Online Patient Portal (see QR Code). If you haven't received an approved deferral notification after 3 business days, follow-up with your referring provider.</p>	
<p>How do I switch my network provider or network clinic?</p>	<p>Contact Humana at 1-800-444-5445 to request for a new provider or network clinic. A new deferral is not required unless specifically indicated by Humana. If you required a new deferral, please contact your referring medical provider or Primary Care Manager (PCM).</p>	
<p>Who is my PCM?</p>	<p>If you are assigned to an operational command with a medical department, the medical officer or IDC is your PCM. Otherwise, you can use the QR code to access the TRICARE Online Patient Portal to verify your PCM.</p>	
<p>How do I renew my deferral?</p>	<p>Follow up with your referring provider or PCM.</p>	
<p>How do I initiate medication management?</p>	<p>Schedule an appointment with your PCM to discuss medication management</p>	
<p>How do I transfer my care back to the MTF?</p>	<p>Follow-up with your PCM to determine whether treatment through the specialty mental health clinic is appropriate.</p>	
<p>How do I resolve a billing problem from my network provider?</p>	<p>First contact Humana to 1-800-444-5445 to verify whether they are able to resolve the problem. If Humana is unable, notify the referring provider. They are able review your placed referral to resolve the billing error. Further inquiries can be directed to NMCP Health Benefits at 757-953-8708</p>	
<p>How do I have a referral back-dated?</p>	<p>Contact your referring provider regarding the deferral error.</p>	
<p>How do I file a complaint about my network provider or deferral process?</p>	<p>Patients are encouraged to file complaints directly with Humana; you can use the QR code to review their grievance process.</p>	